

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

PCR Results Web Posting

Provider Organization	Volunteers of America
Contact Person(s)	Nicholette Smith-Bligen
Phone Number	703-953-6118
Email Address(s)	nsmith-bligen@voaches.org
Provider Services Reviewed	Residential Habilitation, Supported Living, Companion Services,
# Individuals Reviewed by Service	Residential Habilitation - 2 Supported Living - 2 Companion Services - 2
Annual PCR dates	09/20/2021 - 09/22/2021
F/U Review Date(s)	N/A
Annual Report Date	09/30/2021
F/U Report Date	N/A

The overall results on initial review were:

Service		Person Centered Domains Score			Satisfaction Score	
		# Yes/Total	Points Yes/Total	%	# Yes/Total	%
Residential Habilitation	All Q/A Indicators	154/158	546/562	97%	20/20	100%
	Critical Indicators	46/48	230/240	96%		
	HCBS Indicators	46/50	N/A	92%		
Supported Living	All Q/A Indicators	159/163	573/589	97%	20/20	100%
	Critical Indicators	50/52	250/260	96%		
	HCBS	46/50	N/A	92%		

	Indicators					
Companion Services	All Q/A Indicators	85/85	327/327	100%	20/20	100%
	Critical Indicators	36/36	180/180	100%		
	HCBS Indicators	20/20	N/A	100%		

Organizational		Organizational Outcomes Score		
		# Yes/Total	Points Yes/Total	%
	All Q/A Indicators	47/49	152/162	94%
	Critical Indicators	13/15	65/75	87%
	HCBS Indicators	8/8	N/A	100%

Certification issued/dates/services

Waiver Service	Certification Dates	Certification Type
Residential Habilitation	09/20/2021 - 09/20/2022	Annual
Supported Living	09/20/2021 - 09/20/2022	Annual
Companion Services	09/20/2021 - 09/20/2022	Annual